

SIDES

Script 1

NARRATOR

Hello there and welcome to SIDES, an electronic tool to help employers respond to unemployment insurance requests quickly, easily, and accurately.

SIDES stands for State Information Data Exchange System and was developed through a partnership between the US Department of Labor and State UI agencies.

There are actually two sides to SIDES.

Large employers and third party administrators use UI SIDES, a server-to-server interface that electronically transmits data directly from the employer or TPA to the state UI agency. Equifax Workforce Solutions is a TPA that has used the SIDES interface since it was launched.

JOYCE DEAR

1:05:07 The first advantage to using the SIDES interface is that it is a standard format.

1:05:52 The second advantage is the speed of the electronic interface. It gives clients more time to gather details for the claim case and provide that back to the state.

NARRATOR

Medium and smaller sized employers, like Kolb Grading, use SIDES E-Response, a web-based reporting portal that's really easy and designed to save precious time that you need to run your business.

TINA DACUS

1:36:21 Once you're in the system, you just follow the directions on who the employee is, what their last day worked was, why they were laid off, if they're expected to return. It's been very user friendly.

NARRATOR

And using SIDES saves both time and administrative costs – something every employer recognizes is important to their bottom-line.

TINA DACUS

1:44:05 This time of year, with the weather and the ice, I have a lot of unemployment claims. I'm probably cutting my time down on how long it takes me to process them to about a third of what I was doing prior to the SIDES program.

NARRATOR

For multi-state employers, SIDES takes the headache out of decoding individual states' requirements.

JOYCE DEAR

1:14:36 And the SIDES interface really helps them to make sure that they are compliant with those different state requirements because it's a standard format.

NARRATOR

Worried about security? SIDES is designed to keep your data safe..

TINA DACUS

1:46:10 There are safeguards that keep the system secure.

1:45:28 If I have to take a phone call or do something else, it logs me out of the system. But I can go right back with my PIN code and get to where I was when I left off.

NARRATOR

Also important to your bottom line, using SIDES can help keep your UI tax rates as low as possible by preventing improper payments.

JOYCE DEAR

01:07:07 All the information that's provided through the SIDES interface contributes to better decisions by the states, lowering benefit overpayments and ultimately providing clients with lower tax rates.

NARRATOR

And the best news of all, the SIDES application is free for large employers and third party administrators to use, and small and medium size employers pay absolutely nothing to enter information through E-Response.

TINA DACUS

1:46:39 There is no cost to the company for using the SIDES system. It is free of charge. I would say it's actually saving money ... and it's saving time that I can be doing other things.

NARRATOR

And additional state agencies are coming online with SIDES every month.

JOYCE DEAR

1:25:28 It's been a great success. Benefits for both the state and the employer and we look to more states joining.

NARRATOR

SIDES is a win-win-win proposition.

JOYCE DEAR

1:22:20 SIDES helps the state, the employer and the claimant by providing information to the states more quickly.

TINA DACUS

1:49:50 It saves time for the company, it saves money for the company and the employees are getting their benefits ,much more quickly than they did in the past.

1:48:21 I think every employer should use the system.

NARRATOR

To see how SIDES can help you respond to UI information requests, contact your state UI agency or visit info.uisides.org.